November 11, 2016

QUESTIONS AND ANSWERS

Request For Proposal: RFP 17-02-05
Electronic Monitoring

1. What is the anticipated usage (i.e. number of juveniles expected to be on the program)?

   Answer: In last year the City of Roanoke worked with 89 placements and a total of 3,447 days of service.

2. Who is the incumbent service provider?

   Answer: Satellite Tracking of People (STOP) Inc.

3. Can you forward the current contract the City presently has for these services?

   Answer: The City of Roanoke is not releasing the contract information as part of the solicitation process. The City is seeking proposals based upon the current RFP.

4. When does the current contract expire?

   Answer: December 18, 2016

5. What devices are presently being utilized by the City?

   Answer: BluTag electronic monitors are the only pieces of equipment currently being used by the City.

6. What is the contract length for the resulting contract from this RFP?

   Answer: Please refer to Section Three (3) of the Sample Contract in the solicitation documents.

7. Please explain the difference between a Project Schedule (#3) and an Implementation and Transition Strategy (#6) and the City's expectation for what the vendor provides for each of these items.

   Answer: Project Schedule is the expected start/end date, activities, sequences, resources, duration, key project milestones; representative of a typical project management plan. Implementation and Transition Strategy is the strategy to move client from current solution/environment (if applicable) to the vendors proposed solution while protecting the customers investments (i.e. parallel, pilot, phased, immediate, etc.).

8. Please clarify if the Test Environment Availability for System Update Structure is for the vendor or the City. If it is for the City, please describe the circumstances or situations in which the City would want to use a Test Environment.

   Answer: This when the vendor provides clarification on processes & procedures used for software/system updates once the solution is within production; For either city

hosted or vendor hosted proposed solutions - is a 'test environment' (e.g. server(s), database(s), etc.) available for testing software/system updates without impacting the production environment.

9. How many units were on leg as of September 30, 2016 by equipment type?

   Answer: On September 30, 2016, we had 10 clients on Electronic Monitors.

10. Do you anticipate future growth of the program? If so, can you provide an estimate of the growth?

   Answer: Future growth can not be predicted at this time.

11. What is the current contracted daily rate for all equipment by make and model?

   a. Does the daily rate include all monitoring costs? If not, what is the current daily rate for the additional monitoring?

   Answer: The City is not releasing budgetary information.

12. What is the average length of time a participant is on electronic monitoring?

   Answer: The length of time varies from a matter of days to several months, depending on offender compliance and Judicial orders.

13. On average, how much activation (installations) do you have per month per equipment type?

   Answer: The average number of clients on our monitors is approximately 8 to 11 per day. The number of activations per month varies, but it would typically be around 8 to 11.

14. On average, how many deactivations do you have per month per equipment type?

   Answer: The average number of clients on our monitors is approximately 8 to 11 per day. The number of deactivations per month varies, but it would typically be around 8 to 11.

15. How many devices have been lost, stolen, or damaged within the past 12 months by type

   Answer: Within the last 12 months we have had no devices lost, stolen, or damaged.

16. What is the current spare (shelf) inventory percentage?

   Answer: 10 Units

17. Is there a preference for a one-piece or two-piece GPS tracking device?

   Answer: Offerors are encouraged to propose the solution they feel best meets the City's needs based on the RFP.

   a. If not, is it acceptable for vendors to offer pricing for both one- and two-piece GPS devices?

   Answer: Offerors are encouraged to submit information on available systems.

18. Are you interested in additional and/or alternative electronic monitoring technologies and products? If yes, may we offer these as "optional products and services" with associated pricing?

    Answer: The proposed solution should only pertain to what is requested in the solicitation document.

19. In order to allow proposers to provide the best electronic monitoring solution to the City, will you please extend the proposal submission date to two full weeks from the date the answers to questions are published?

    Answer: No.

20. Since monitoring center staffing factors heavily into vendor costs, we request clarification of the monitoring services required:

    a. Is the City requesting only automated notifications of alerts generated by the system, or

    Answer: Offerors are encouraged to submit information on available systems.

    b. Is the City requesting the additional provision of direct manual outbound calls from the monitoring center staff to either offenders or officers? If so,

    Answer: Offerors are encouraged to submit information on available systems.

        i. Who is to be contacted by telephone, the officer, the offender, or both?

        Answer: Offerors are encouraged to propose the solution they feel best meets the City's needs based on the RFP.

        ii. Will you please provide the number of alarms per offender per month generated on average so that vendors' monitoring centers can budget this into the price proposal?

        Answer: The City does not have a way to access this information.

        iii. Will the City consider a sliding scale price method based on the number of alerts handled by the monitoring center?

        Answer: Offerors should submit all pricing information as part of the solution.

        iv. Can you please provide the current outbound protocols?

        Answer: The City does not currently have any outbound protocol.

21. What is the transition/implementation timeline? What are the implementation start and completion dates?

Answer: The City requests this information be provided by the offeror.

22. At how many locations will training be delivered? How many officers/staff need to be trained?

    Answer: The training plan is requested as part of the RFP. The city is anticipating approximately 5 to 7 staff members.

23. How many times has the incumbent contractor provided an affidavit or expert witness testimony for prosecution of violations in court proceedings during the current contract term?

    Answer: Zero

24. Is the City currently using a mobile app to monitor GPS offenders?

    Answer: No.